Updated August 2023

ALTERNATE FORMAT AVAILABLE UPON REQUEST

**James Child Care Inc.**

**PARENT HANDBOOK**

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**Other Documents Attached:**

1. **Receipt of Policy Manual**
2. **Registration Form**
3. **INTRODUCTION**

James Child Care Incorporated was incorporated in February 1982 and opened its doors in March of that year in the Donnelly United Church lower level.

The Centre was formed by a committee of parents who felt there was a definite need for a before, lunch and afternoon program in the area. Thirty-two spaces were created.

The Centre is a non-profit community organization, which is part of the Provincial Child Care Program, receiving funding from the Provincial Government.

January 1983, the centre was located in rooms 5 and 10 of Ralph Maybank Elementary School.

July 1991, the centre was again re-located in the lower level of Donnelly United Church.

September 1992, the centre included licensed spaces for 4 and 5 years of age children. The centre had a total of forty licensed spaces.

September 2005, due to the need in the community the centre expanded into the Westridge Community Centre to include 24 preschool spaces.

September 2007 another 8 spaces were granted at the preschool site increasing to 32 spots.

To date we operate out of two sites. At the Westridge Community Centre (3 Marshall Crescent) we are currently licensed for 32, two to five year old preschool children and at the church location (1226 Waller) we have 40, 4 to 12 year old spaces.

Continuous care is provided daily throughout the year except for government statutory holidays.

These programs will be promoted through the local schools, community, and on the Child Daycare Program website in an effort to obtain full attendance.

Throughout this manual reference to parent is meant to include any legal guardian or adult acting on behalf of the parent/guardian.

1. **PHILOSOPHY AND GOALS**

We feel that James Child Care Inc. should be an extension of the home, aiming to promote the emotional, social, intellectual, and physical well-being of each child.

We provide the children with a warm, caring and safe environment with the opportunities for positive social interaction as well as opportunities to develop their ability to think creatively and develop physical skills appropriate to their age level. This achieved through a stimulation program and environment, positive discipline (Behaviour Management), with a supportive and competent staff (see Aims and Objectives).

1. **ORGANIZATION OF THE CENTRE**

An Executive Director and a Board of Directors direct the centre. Together they form policies, which make up this program and are jointly involved in decision making. The members of the Board are parents who have children in the day care and members of the community. The Board of Directors are mainly elected at the Annual General Meeting which is held within the next five months after the end of our fiscal year.

1. **PARENTAL INVOLVEMENT**

James Child Care Inc. is a community based non-profit organization which receives provincial and federal funding as well as parent fees and fundraising generated revenue. As a Non-profit status the Centre has had to initiate fundraising as a means to generate revenue to cover the subsequent costs for program enhancement such as outings, special equipment, performers and celebrations. Therefore, James Child Care Inc. asks all families for their involvement in fundraising at the Centre. If families do not wish to participate a financial donation can be accepted as an alternative and a tax receipt will be issued. The specific amount of the financial donation is predetermined yearly according to the James Child Care’s annual budget. Currently we are expecting all families to raise or donate funds of $100 each toward our fundraising efforts.

Other ways families may involve themselves with the Centre are by serving on the Board of Directors, or a committee, helping and volunteering on outings, making a special snack and by offering help and suggestions in program areas. All board meetings are open to the general membership provided their attendance is in the best interest of the Centre. Board meeting dates will be posted on parent information board.

We feel that parental involvement in your children’s centre is very important. If there is an area of the program that you are interested in and would like to be more involved in please do so by contacting the Supervisor in charge or Director.

It is also MANDATORY for families to attend the Annual General Meeting (AGM). The AGM is held every year between November and February of each year. This meeting carries a mandatory attendance wherein at least one parent from each family must attend. Failure of families to attend the AGM will result in their receiving written notice that their absence was recorded, two consecutive absences will result in the withdrawal of their child(ren)s space at the Centre. It is at the AGM that the Board of Directors informs parents of past year and future year events. Board positions are also appointed at this time. The Annual General Meeting is a chance for the Board of Directors to inform the general membership of the ongoing daycare operations. A minimum of three weeks’ notice is provided.

1. **POLICIES**
2. **Hours of Operation**

Monday to Friday (Regular School Days)\*

7:00 AM – 8:50 AM

11:30 (12:00) AM – 1:00 PM

3:30 PM – 6:00 PM

7:00 AM – 5:45 PM (Preschoolers)

\*Flexible to meet adjustable school hours as required.

In-service Days, Spring and Christmas Break, Summer Holidays (Full Days) 7:00AM – 6:00 PM.

We are closed on the following recognized parliamentary / Statutory Holidays:

\*New Years Day, Louis Riel Day, Good Friday, Easter Monday, Victoria Day, \*Canada Day, Civic Holiday, Labour Day, Thanksgiving Day, \*Remembrance Day , \*Christmas Day and \*Boxing Day. Each of the holidays is normally observed on the day which it falls. Holidays noted **with an asterisk(\*)** falls on a Saturday or Sunday, an alternate day will be observed. We are also closed one day in May for MCCA Conference.

**Parents are still required to pay their fees for these days.**

Our centre is open for 11 hours per day. General expected time of care required for each family working full daytime hours should be approximately a half-hour or less (pending time needed for traveling to and from work), plus regular work hours. Parents must request, in writing if more than 10 hours of daily care are required for one reason or another. Parents receiving subsidy also need to request in writing, to the Child Day Care Office for extended care.

It is Government regulation for all centres to keep daily attendance reports with respect to each child enrolled in the daycare, which indicates the arrival time and departure time of each child. The arrival time and departure time must be recorded. Accurate records will also assist centres in identifying which children are in attendance at a given time in the event of a fire or other emergency.

1. **Closing Time**

Parents and children must be checked out of the Centre prior to closing time at 6:00PM. Parents or authorized pick-ups should arrive at James Child Care Inc. before, in plenty of time, to facilitate leaving the Centre the designated closing time. Please remember that if you remain at the Centre after closing time you will be responsible for the payment of the late fee. If this situation reoccurs the Centre will be contacting you with solutions to correct the situation.

Closing time is 6:00 PM daily. A $10.00 fee for every 10 minutes or part thereof will be charged to any parent who is late picking up their child. Parents will be required to fill out a Late Pick Up Slip and pay the fee directly to the staff person who is working late. If the payment is not received upon picking up your child you will be expected to issue funds within the next day of your child’s care.

Any child left in the centre for more than half an hour after 6:00 PM will be referred to Child and Family Services (if the parents have not notified us). If you know in advance that you will be late, please phone the centre and let the staff know.

Parents who are not working for reasons of; vacation, sick leave, civic holiday, seeking employment, and compensation MUST pick up their child(ren) before 4:30PM as this is the latest time we will accept children whose parents are available to come and pick them up at that time.

1. **Waiting List Priorities**

Spaces are filled immediately upon availability. In order to guarantee a space, the parent portion of two weeks fees must be paid within 24 hours of contact with the daycare, which confirms the space, is available. If paid by cheque, the cheque cannot be post dated. Upon arrival, the child becomes subject to the daycare’s usual policy which is fees is pre-paid by two weeks.

A waiting list will be established for our program on a first come, first serve basis, taking into consideration the list below. The centre will only attempt to reach a family to notify them of an available daycare spot for a 48-hour period and if unsuccessful, will move to the next family. Families on the waiting list are encouraged to leave an alternate telephone number if they anticipate difficulty being reached:

1. Age Grouping
2. Siblings
3. Children with special needs
4. Parents wishing to re-register their child full-time
5. Full-Time Children
6. Part-Time Children

Preschool Children

All children registered fulltime in the Preschool centre are enrolled year round.

If you do not require services during Christmas and summer holidays, you have the

option of withdrawing your child and re-registering them for next available space.

Part-time will be given the option to use a full-time spot, on a first come first serve

basis. If a part-time child requires any extra days throughout the year, they will only

be available through the absence of a fulltime child.

School-Age Children

All children enrolled in the School age centre with two/three slots (full-time) are

enrolled for In-services, Christmas, Spring Break, and Summer Holidays. If you do

not require services at this time, you have the option of withdrawing your child and

re-registering them at a later date. One and two slots will be given option to use

a full time spot, on a first come first serve basis.

1. **Registration of Children**

Registration is accepted on a full time basis. Families requiring full time care will be given priority when the space becomes available. When possible, James Child Care Inc. will attempt to accommodate families requiring part time care. Should the situation arise where there is a demand for a full time space(s), families using the centre for part time care will be given first option to the full-time slot. If a part-time family does not require the full-time slot the centre will no longer be able to accommodate a part-time situation due to families needing full time childcare. Fulltime will be given priority in order to ensure all spaces are filled. An attempt will be made to accommodate shared positions. (I.e. One child in the morning and another sharing the afternoon or one child 2 days a week and another 3 days per week). In the event that a match on a shared position cannot be made, the present incumbent will be given the choice of:

1. Relinquishing their space
2. Paying full time fee for the space

Families registered first holding a part time space will be given priority on attending

in-services and holidays. Attendance of both children occupying a shared space on

in-services and holidays will be entirely dependent on child/staff ratios in the Centre.

1. **Procedures**

Registration of your child in the centre will be finalized when parent(s) have completed the following:

1. Provide a cheque for the first two weeks fees owing in advance upon acceptance. If parent is unable to provide the total of two weeks fee, the parent can approach the Board of Directors for further approval.
2. Sign and return necessary permission slips and forms which are attached (See Other Documents Attached List on Index Page).
3. Obtained the Centre’s Policy Manual and signed responsibility of reading it.
4. **Fees**

The fees currently charged at James Child Care Inc., are set by the Provincial Child Day Care Office and are subject to change. In that event, the Centre will give at least 1 billing period as notice to changes in the fees.

Effective April 2, 2023

Preschool

Full Days $10.00

Half Days $5.00

School Age

$10.00 on a school day $20.80 on a non school day

1 Slot $6.15 **available A.M. only**

\*Any changes to the fees will be schedule posted on Bulletin Board

Fees must be paid for all days your child(ren) is enrolled. These include statutory holidays, vacations and days when your child(ren) does not attend due to illness.

1. **Parent Split Fee Policy(Policy Amendment March 2023)**

Daycare fees may be split between two parents and charged separately to each parent. The following will apply:

1. Both parents must sign the registration consent regarding fee split.
2. Any changes to payment or care arrangements will only be made with the written consent of both parents, or with a court order.
3. In situation where one parent does not pay their portion of the fees, that parent’s fees will be sent to collections once 90 days past due.
4. If both parents are in arrears, then the standard policy on late fees will apply.
5. **Healthy snack**

This non-refundable fee of $10.00 per child per month ensures the provision of a nutritious snack (a.m. and p.m.) for your child in our program. This is an optional fee and opting out must be submitted in writing annually. If you opt out, you will be responsible for providing both snacks for your child daily. These snacks must meet the following guidelines:

One selection from the vegetable and fruit group

One selection from any other food group (grain products, milk and alternatives or meat and alternatives)

Applicable fees will be included on your income tax receipt, which is provided by the end of February each year

1. **Late Fee Policy**

James Child Care Inc. relies on prompt payment of fees in order to be able to meet our financial obligations, like staff payroll, on time. The Fee Payment Policy ensures all parents pay on time and will deal effectively and systematically with those who do not pay on time.

Process:

1. Fees are invoiced according to the Manitoba Early Learning Child Care Reporting Periods. Child care fee invoices will be provided to parents via email or in their mail bins not less than one week prior to the due date.
2. Parents are responsible to check their email/mail bins daily for correspondence.
3. Fees are due no later than 6:00pm on the due date shown on the invoice.
4. A Reminder Notice and a $10.00 late fee charge will be applied to all accounts where fees were not received before 6:00pm on the due date.
5. If payment is not received by the next business day following the due date, a notice will be issued that care for your child will be declined until payment is received.
6. Within the next two weeks, without payment parents will receive official notice of Withdrawal of Services. Parent member’s account will automatically be turned over to Collections after Withdrawal of Services notice.
7. Termination of Services may be appealed directly to the child care’s Board of Directors and circumstances will be considered on a case by case basis. Appeals will be in writing and then be presented at a special meeting of the Board.
8. Upon parent giving their two week written notice, all accounts must be cleared prior to withdrawal. If account arrears are not remitted, 90 days after withdrawal, the account will be sent to collections. (Amended April 2022)

Arrears are unacceptable and all cases are referred to the Board of Directors to determine the appropriate actions.

Parents must make payments in person to a senior staff member. If unsure of which staff member is responsible for receiving payment please enquire by contacting the supervisor. No form of payment is to be sent with a child.

We accept bank account e-transfers via jamescc@mymts.net, personal cheque or money orders made out to James Child Care Inc.

Government subsidies are available for working parents, parents attending school or parents seeking employment. Parents can speak to the Director or the Day Care office for further information. Parents who are subsidized need to pay careful attentions to the expiration date given on their subsidy decision forms. It is the parents’ responsibility to ensure that a re-application is sent, in plenty of time, to ensure continues subsidy approval. Please remember that late applications will result in the parents being held responsible for the full payment of fees during the period the old subsidy expired and the new subsidy goes into effect.

If a cheque is returned to the centre NSF, a charge of $15.00 will be made. The replacement cheque to cover the NSF cheque will need to be certified, or payment made by money order or a draft. If more than two NSF cheques are received while the child is in our care, all subsequent payments have to be made with a money order, certified cheque or a draft. As well as the Late Fee Policy Procedure will be in effect.

1. **Income Tax Receipts**

A tax receipt will be issued within the first two months of the following year for income tax purposes. On request, the Director will provide a tax receipt for the fees paid during the year for a fee of $25.00. Requests MUST be received by February 28th of the following year. Any withdrawn family with an outstanding balance requesting a child care tax receipt will only receive a tax receipt upon clearing account.

1. **Withdrawal of Children**

Written notice is required four (4) weeks in advance of withdrawing your child from the program and you will be billed for the four week period. Parents must also give four weeks’ notice when changing from one part of the program to another (i.e. Two or three slots per day) if space is available.

In order to re-register a child after withdrawal, a three-week waiting period is required. In other words a child cannot be withdrawn for a 1 or 2 week period and then re-register.

All payments owing to the centre must be paid before the child’s last day. Uncollected accounts will go to the Board of Directors and legal action will be taken if payments are not met.

1. **Vacation Time**

James Child Care Inc. will not be issuing any exemption in fees during vacation time. **When members/family vacation time is taken, full fees will be charged as usual.** We request 4 weeks written notice before holidays are taken by families.

If subsidized: The government allows a total of 25% absenteeism for sickness, holidays or other for an application period (6 months).

A child will be considered withdrawn if he/she is absent for five consecutive days without explanation.

1. **Dropping Off and Picking of Children**

It is the parents’ responsibility to bring their children to the centre. Children must be escorted into the centre and helped with the removal of their outdoor clothing and footwear. Upon arrival parents must ensure that before leaving that the staff on duty is aware the child(ren) is present. We do not assume responsibility for the children until parents have departed from the centre. Parents must not leave children unattended. Day care staff will not supervise children prior to 7:00AM.

If there is a pattern of early drop-off, appropriate action will be taken, in consultation with Board of Directors.

Children must be picked up by their parent(s) or person(s) listed on their registration form. In child custody shared arrangements and blended families it would be requested that you inform the daycare as to which parent/adult will be picking up the child(ren) at the end of the child’s day. If you request someone other than those listed, please send a written notice or phone beforehand so that we may entrust your child’s safety. We are also required by law to send your child(ren) home with someone not less than 13 years of age.

James Child Care Inc. closes at 6:00PM; however we strongly request that you pick up your child(ren) immediately after working hours. We feel that it is important that the length of time a child spends at school plus daycare time does not exceed eight (8) hours plus travelling time. Parent MUST adhere to the pickup times stated on the registration form.

Upon departure you must notify a staff person. Before leaving, please check your child(ren)s locker for any of their belongings and be sure to take home their artwork.

Please be advised that parents assume responsibility for their child(ren) upon arrival whether their child(ren) are indoors or outdoors. Due to ratios, the staff is not expected to supervise the child(ren) when the parent is in the building (unless the parent has a meeting previously arranged with the staff or the Director of the Centre).

When picking up your child(ren) please encourage them to clean up their work project as this nourishes good working habits. At the end of the day, the Centre realizes parents’ concerns for their child(ren) while they are with us at James Child Care Inc. We ask however, to try to keep conversations short as the staff are responsible for the supervision of other children in their care and closing duties. If you wish to arrange an appointment to discuss your child(ren)s development, we will be more that pleased to arrange a date and time.

SCHOOL AGE CHILDREN WILL NOT BE ALLOWED TO WALK HOME ALONE.

By law the centre is responsible for the child(ren)’s safety until they have been personally passed over to the person responsible for pick up.

Parents considered to be in unsuitable condition by a child care worker, to be picking up their child will NOT be allowed to do so. Child and Family Services and/or the Police may be notified

1. **Guardianship**

For the safety of your child, the Director requires a copy of any legal form stating who has guardianship of the child, should you be separated or divorced. Otherwise, the staff cannot legally refuse access to the child by the other parent. Please use your discretion in this matter. For the safety of our staff, they are not expected to take unnecessary physical risk and will make appropriate contacts with parents, Child and Family Services and Police as deemed necessary.

1. **Personal Information**

It is the parents’ responsibility to keep the Centre up to date of any changes made to employment, address, telephone numbers, emergency numbers, contact persons etc. The records at the Centre must always be current encase parents need to be reached.

1. **Sickness**

Child(ren) may not attend the centre if they are ill (i.e. fever or any communicable diseases). Please notify the centre of absence due to illness. Fees will be charged as usual. If a child becomes ill at the centre, the parent will be notified and must make arrangements to have the child picked up as soon as possible.

**Pandemic Protocol** In accordance with current government regulation regarding possible influenza (Covid 19) epidemic, parents will be required to pick child(ren), or make arrangement to have child picked up from the centre immediately should child(ren) develop any of the following systems:

**\*High fever (100° F) / (37.78º C) \*Chills**

**\*Vomiting \*Aches and pains**

**\*Diarrhea \*Fatigue/Weakness**

**\*Nausea \*Chest Discomfort**

**\*Headache \*Cough**

Proper health procedures and safety practices are put into place to control any possible outbreak of infectious illness. Children with suspected symptoms will be separated and monitored away from the remaining children until the parent/guardian arrives to pick up child. We request that parent/guardian will inform the Executive Director/designated alternate of any influenza like illnesses in family members residing in the same home. We ask that any parents with possible influenza type symptoms make arrangements to send an alternate drop off / pick up person. We also will remind parents to take proper precautions, such as ensuring that children with flu-like symptoms remain home and alternate arrangements for child care will be made.

Children or adults may return to the centre once they are symptom free, without requiring any fever reducing medications, and can fully participate in all routines and activities.

Families will be informed in writing if the centre has had more than 10% of reported cases of possible influenza illnesses in the same time period. If a possible outbreak occurs and the centre is required in accordance with government regulation to close for a time period, fees will be waived.

1. **Administration of Medicine**

**Only prescribed medication for your child will be administered.** At any given time NO prescribed medication is to be left in the child’s locker or bags. The medication must be given directly to the staff member by the parent, must be in the original container, and with the physician’s instructions clearly typed on the outside. Parents must also fill out an Authorization for Dispensing Medication Form provided by staff when submitting prescription medicine. Staff members will be required to record time and amount of medication given, as instructed by physician.

Fever controlling over the counter medication such as Tylenol, will only be administered to the children at the Preschool level. Younger children tend to be more susceptible to increased fevers. Preschool parents will need to sign the Record of Administration form received upon registration and also provide the daycare with the medication. Medication will be administered as need arises. Prior to administering staff will attempt to make contact with parent/guardian. School age children with fevers will need to be picked up.

1. **Children with Chronic Condition**

At all times parents are responsible for ensuring that the daycare is provided with the appropriate prescribed medication for a child that has a life threatening condition such as asthma, allergies, diabetes, seizure disorders and epilepsy. It is the parent’s responsibility to remind and update the staff on their child’s condition. Upon arrival if the prescribed medication is not available on site the child **CANNOT ATTEND** the program.

1. **Lunches – Snacks**

James Child Care Inc., strongly urges families to send their child(ren) with a nutritious lunch each day. Lunches must be packed in a well-labelled lunch kit or bag with the child’s name on it. The Centre will provide milk for every child who wishes it at lunchtime

Chips, candies, gum, soft drinks and other junk food are not allowed! The staffs have sole discretion in determining what items are appropriate. The Centre will have various special days throughout the year when treats of this kind will be given and/or allowed. Advanced notice will be given to parents before such days.

James Child Care Inc. does have a microwave oven, so feel free to send food to be heated. Preparation time is limited, as a result lunches MUST be precooked and in a well labelled microwave safe container. The Centre will not open any canned foods. Lunches that are to be heated up must be under 2 minutes as there are many children requiring heat ups.

The centre provides a nutritious morning and afternoon snack. Snack lists are posted. The centre will attempt to accommodate children’s individual food allergies and cultural backgrounds. Please feel free to offer suggestions. The centre strongly discourages bakery made birthday cakes, as most bakeries are not nut aware.

NOTE: Morning snack does NOT replace breakfast. If the child(ren) did not have breakfast before arriving at the Centre, parents MUST supply this as well.

***Nut Sensitivity Treats***

To ensure the safety of all the children attending James Child Care Inc who have life threatening allergies to nut and nut products can suffer anaphylactic shock. The centre does not allow any nut and/or nut products on site. Please keep in mind that you must READ THE LABEL EVERYTIME, as manufacturing changes may take place. ANYTHING CONTAINING NUTS, PEANUTS, PEANUT OIL OR ANY NUT OILS IS NOT SAFE for children with peanut/nut allergies, even those that “may contain traces of nuts/peanuts”. The centre will do its best to screen products sent from home but your cooperation is very much needed to ensure a safer place for our allergic children. Parents will be notified if a product is found and the product will be removed from the centre.

1. **Sleeping and Toileting**

The daycare will provide for sleeping and toileting in accordance with the developmental capabilities of each child. The daycare will provide the naptime schedule each day with the exception of five years of age and older. Children will have access to washrooms as needed throughout the day to meet the child’s individual needs.

***Preschool Children***

The children will be assigned with an individual cot for naptime. The child care provides the fitted sheet and a blanket for each child in our care. Children who may not sleep will rest for half an hour and then engage in the program.

Staff will work with parents to encourage toilet-training practices. We ask parents of children who are toilet training to provide the daycare at all times with diapers, wipes and extra clothing. The daycare does a standing diapering practice; in situations where the child cannot stand we ask that the parent/guardian provide the daycare with a changing mat.

1. **Clothing**

ALL CLOTHING MUST BE LABELLED!

Please ensure that your child is dressed appropriately for the various seasons. The children must have adequate indoor foot apparel at all times while at the centre. Adequate foot apparel needs to consist of rubber soled shoes (i.e. Runners) as the children will often engage in very active play and foot wear with rubber soles provides needed protection and safety. Extra clothing should be well labelled.

During the winter months children should have ski pants, an extra pair of mittens, scarf and a hat at the centre at all times. During the summer months children should have a hat (provided by the centre), an extra pair of shorts, a bathing suit and a towel at the Centre at all times as well.

***Preschool***

It is required that you provide your child with at least two extra set of clothing at the daycare each day i.e. shirt, pants, socks, and underwear. The daycare does not provide these items. If a situation arises where your child needs to be changed and the centre does not have available clothing you will be contacted to provide.

1. **Toys from Home**

Toys from home are not allowed at the centre. Exceptions to the rule will be at the discretion of the centre and a message will be relayed to the children and parents on special occasions. The centre will not be held responsible for any toys or games sent from home. Toys from home may get lost or broken, and may cause behavioural problems.

1. **Photography and Videotaping**

On occasion the centre maybe taking pictures of your child(ren) for in house activities such as signs, picture boards, etc. Videotaping and/or photo taking for any other purposes will **NOT** be permitted, unless authorization has been provided by the Director of the center.

1. **Behaviour Management**

The goals of the staff are to create a supportive environment that encourages positive interaction among staff and the children with realistic expectations of children’s capabilities and logical consequences.

The staff follows the Behaviour Management regulations and guidelines stated in the Manitoba Child Day Care Act – Regulation 11 (1): A licensee shall not permit, practice or inflict any form of physical punishment or verbal or emotional abuse upon, or the denial of any physical necessities to, any children in attendance at the day care centre.

The guideline states that physical punishment includes striking a child, either directly or with an object, shaking, shoving or spanking. It also includes forcing a child to repeat physical movement, force feeding or any other action carried out which results in physical injury to the child. Verbal or emotional abuse includes any harsh, belittling or degrading response by an adult in the centre which would humiliate or undermine a child’s self-respect. The denials of physical necessities include comforts such as shelter, clothing, food, bedding or toileting.

The guideline for the types of behaviour that may be considered unacceptable or inappropriate, depending on the frequency and severity include: bad or offensive language; aggressive violent or malicious behaviour, sexual actions or innuendoes; willful damage or demonstrated disrespect of any persons or property; throwing objects, striking or threatening; continued or extreme behaviour, one on one demand that translates to compromising the child/staff ratio or the safety of the other children; or any situation deemed unacceptable by the staff of the centre.

At James Child Care Inc., we believe that each child is to be treated as a respectful individual, who is encouraged to develop mutual respect between themselves, the staff and the other children. Each child is unique with a range of abilities and a variety of needs. Each child’s abilities are considered and their needs are met so everyone develops to their fullest potential. This is done with a supportive approach that builds on each child’s strengths. Techniques are adapted based on the children’s developmental levels. In order to cultivate an atmosphere that fosters this growth, we work towards positive behaviour management in any or all of the means:

1. Positive reinforcement of desirable behaviour.
2. Re-directing of inappropriate behaviour into a more acceptable behaviour.
3. Positive phrasing of directions to guide the child’s behaviour.
4. Talking to the child and encouraging him/her to use verbal rather than physical means of expressing needs.
5. A private space will be made available for children to use when they feel they need time alone.
6. Informing the child and discussing the consequences of further behaviour problems.
7. Informing the parent daily about continued behaviour problems.
8. Behaviour management form will be completed and signed by a staff member and the parent.
9. Behaviours which are not aggressive or destructive will be written up on a behaviour management form. Once the child has received 3 behaviour management forms, indicating a repeated problem the parent will be consulted.
10. A parent/staff discussion or meeting may be requested for unresolved behaviour problems. This meeting is to have parents and staff develops consistent strategies to assist the child in attaining desirable and appropriate behaviour.
11. Resources can be made available upon parental request.

In the event of children with additional support needs, the staff will work together with the parent,

existing supports and community resources to develop a plan to best meet the needs of the

individual child requesting to be or enrolled under the Inclusion Support Program (IPP) to assist

in managing specific behaviours.

The safety of the children and staff of James Child Care Inc. is of the utmost importance and should there be an occasion arise that puts this in jeopardy, the situation will become serious. If the behaviour cannot be dealt with using any one or combination of the preceding policies, in extreme or unacceptable circumstances, the child’s behaviour could result in suspension\* or a discharge\*\*from the centre. \*\*The Directors or staff in charge will handle all suspension and discharges. The Board is kept apprised of the situation.

**Progressive Discipline Policy**

In the event a child repeatedly violates rules or fails to meet behavior expectations progressive discipline measures will be enacted. Violations of code of conduct and behavior expectations are categorized as follows.

Violations

1. Disrespectful towards other children

2. Disrespectful towards staff

3. Disruptive behavior

4. Repeatedly not following program rules

5. Excessive horseplay

First Violation: verbal notice to parent / guardian outlining behavior.

Second Violation: written notice to parent / guardian outlining behavior.

Third Violation: written notice and arrangement of parent conference.

Fourth Violation: 1-3 days out of program suspension.

Major Violations

1. Physical violence as in hitting, pushing, kicking, spitting, biting

2. Threatening comments or gestures

3. Gossip / comments intended to hurt or embarrass others, racial slurs, sexual innuendos

4. Aggressive behavior towards other children or staff

5. Uncontrollable behavior

6. Inappropriate language

7. Willful destruction of centre, children`s or staff property

8. Leaving assigned area without permission

9. **Harassment, Intimidation, Bullying** meaning any gesture, any written, verbal, physical act

or electronic communications, whether it is a single incident or series of incidents that is:

reasonably perceived as being motivated by either any actual perceived characteristic

such as, color, race, religion, ancestry, national origin, gender, sexual orientation, gender

identity and expression, or a mental, physical, or sensory disability and that a reasonable

person should now under the circumstances will have the effect of causing physical or

emotional harm

First Violation: written notice to parent / guardian describing behavior, pending on severity child

may need to be picked up immediately.

Second Violation: written notice for parent / guardian to have child pick up

Third Violation: 1-3 day suspension.

Fourth Violation: expulsion from the program. Parent/ guardian will be given two weeks’ notice of

withdrawal.

Critical violation

1. Physical Resentment Fighting / aggressive behavior that causes serious harm to another

child or staff.

First Violation : 3 day suspension or immediate expulsion from program

Second Violation: Immediate expulsion from centre program

All corrective action is documented in writing, including a description of the violation, date and time, as it is signed by the child’s parent / guardian and a program staff member. A parent’s refusal to sign the documentation will be noted in the report.

When a participant is placed on suspension, the length of suspension is contingent upon the nature and severity of the violation.

\*Fee payments are still required to be paid to James Child Care Inc.

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**Responsibility to Report**

Centre staff play a very important role in young children’s lives. They see a child on a regular

basis and can play a supportive role to families. Caregivers are often in a position to note some of

the early warning signs of abuse or other protection problems and children may trust a provider

enough to disclose abuse. It is the caregivers legal responsibility under the Community Child

Care Standards Act to report any case of suspected child care abuse or is or might be in need of

protection relating to a child attending the licensee’s child care facility.

**u. Emergency Procedures**

James Child care has a detail Enhanced Safety Plan in place; it can be made available for you to view. All staff members are required to be qualified in emergency first aid. In case of an accident, parents will be notified and the child take to the hospital (by ambulance, if necessary, parents will be responsible for the cost).

In case of fires, Ralph Maybank School or opposite site shall be used as an alternate shelter. If needed, an alternate location will be clearly marked at the parking area of the church and community centre.

Storm closures will be in accordance to Pembina Trails School Division which will be announced on CJOB. The staff in charge will attempt to include James Child Care Inc. on the CJOB announcements. Fees are charge and scheduled staff will be paid.

1. **Transportation Policy**

The centre will not assume responsibility for children until they have entered the day care. It is the parent’s responsibility to ensure their child’s safe arrival to and from the day care. Bus children will be taken to the bus in the morning after their arrival at the day care. The centre will not assume responsibility for these children after school until they have entered the day care. The parent(s) or alternative must pick them up.

An exception regarding releasing children will be made to accommodate children attending schools, except Ralph Maybank, where bus service is not available. The day care assumes no responsibilities for the child from the time of departure until return to the day care. The parents must inform the day care if for any reason the child will not be returning to the day care after the school day is completed. The day care will make a reasonable attempt to contact the parent if the child has not returned to the day care at the specified time. Any further action, such as contacting the police, remains the responsibility of the parent.

School Bussing Transportation (Pembina Trails School Division)

Transportation is provided to families whose home address is more than 1.5 km away from your designated school catchment area. Families whose home address is less than 1.5 km will need special permission from school division transportation department. A fee will be applied by division. It is the parents responsibility to notify school and transportation department to have your child(ren) picked up and dropped off to and from James Child Care Inc. Transportation will not be available for schools in other catchments within the school division area. In special circumstances transportation can be available. Details and arrangement would have to be approved by school division.

In the event school bussing transportation has been cancelled due to extreme weather conditions, parents are responsible for transportation to and from school. **Remaining at the centre will not be permitted on any regular school attendance days.**

**Centre Outings**

Outings include local parks, Lionsgate Park and wading pool, skateboard park, 7eleven etc.

The outings blanket release in the registration package is required as the centre needs to be able to accommodate all situations due to group care. Parents will be notified in advance of any excursion outside the facility catchment area and a separate permission form will need to be signed If you are picking up your child (i.e., for appointments) please confirm with staff as to the schedule for the day.

Transportation and Flexibility Policy

The centre’s school age program has put in place a Flexibility Policy to be able to exceed ratios when escorting children to and from their school program. This will apply between the hours of:

8:45am – 8:50am

12:45pm - 12:50pm

3:30pm – 3:40pm

Ratio will not exceed 20 children to 1 staff member. With any remaining children sufficient staff will be inside the centre to maintain ratios at all times. Record of Attendance would be taken with staff with recorded list of children that are remaining inside the centre.

Transportation to Other Programs

On behalf of the parents, transportation for parents wishing to register child(ren) for additional community school readiness program during the day care operating hours can be arranged permitted minimal disruption to the day care program and within walking distance. If the centre is able to assist the parent, the child(ren) will be escorted safely by walking to and from the additional community program. The child(ren) will be checked in and out with a designated person in charge of program. The additional learning program and the parent will be responsible for obtaining the entire child(ren) information required by the program. James Child Care Inc. will not be responsible or accountable for any missing personal information required on behalf of the child by the additional learning program.

***School Age Children***

If your child is involved in an extracurricular activity at the school, the day care MUST be advised ahead of time.

1. **Insurance**

Although the centre does carry an insurance policy, parents are requested to carry either Blue Cross or another student insurance policy for each child.

1. **Organization of the Centre**

Fire drills will be conducted randomly once a month. In extreme cold weather the children will only be taken to the top of the stair way.

Footwear is mandatory to have at all times while in the day care. Children will not be taken outside when foot wear is not available.

1. **Order of Grievance Resolution**

Constructive criticism motivated by a sincere desire to improve the quality of the educational program or its management, or to equip the daycare to do their tasks more effectively, is welcomed by the Centre.

The Centre believes that complaints and grievances are best handled and resolved as close to their origin as possible and in a timely manner. Therefore, the proper channelling of complaints need to be referred to the Director of the Centre whose responsibility it is to ensure that the Centre operates smoothly. Parents who have day to day concerns (i.e.: a lost article of clothing) may address them to the full time staff members. Parents may also address concerns to the Board of Directors by bringing the issue of concern to the attention of the Director of the Centre who, in turn, will enter them as “New Business” at the next official Board meeting. Please feel free to discuss any grievances or concerns you may have with the policies or running of the centre, as well as positive feedback with the Director and the Board of Directors. Any complaints shall always be referred back through proper administrative channels before it was presented to the Board for consideration and action.

**z.** **Parent Code of Conduct and Harassment Policy**

**PARENT CODE OF CONDUCT**

This Parent Code of Conduct sets forth the expected behaviours of parents/guardians and visitors when on Childcare property or when engaging with childcare personnel. The Parent Code of Conduct is established to ensure a positive working relationship between the childcare program, parents/guardians, and the general community.

As a parent/guardian or visitor I agree to:

1. Be courteous in speech and actions;
2. Be supportive of the efforts of the childcare to care for my child(ren);
3. Meet with childcare personnel when requested to discuss the care or behaviour of my child(ren);
4. Contact my child’s childcare personnel first regarding childcare matters;
5. Inform the childcare personnel upon entering the centre and seek permission prior to going to other areas of the building
6. Refrain from the use of profanity when talking with childcare personnel;
7. Refrain from use of physical contact or force when meeting with the childcare personnel or when on childcare property at all times; and
8. Follow the Centre’s chain of command when working with the Centre regarding a concern related to my child(ren).

**CONSEQUENCES:** Consequences will be enacted by the Board of Director’s when the Parent Code of Conduct is not followed. Any abusive or profane language or physical contact with employees or among visitors will result in charges being filed and the parties will be issued a no trespassing notice. Additionally, the local Law Enforcement Department will be contacted in the event of any physical or verbal abuse. Other consequences may include: conference with the supervisor or director, written reprimand from the Director and/or meeting before the Board of Director’s to discuss the inappropriate action(s).

**HARASSMENT PREVENTION POLICY**

James Child Care Inc. is promoting a safe environment for our staff.

**Harassment** means any objectionable conduct (i.e. pestering, nuisance, annoyance, stalking, irritation, and aggravation), comment or display by a person that:

* Is directed at a childcare personnel in a workplace;
* Is made on the basis of race, creed, religion, colour, sex, sexual orientation, gender determined characteristics, political activity, marital status, family status, source of income, disability, physical size or weight, age, nationality, ancestry or place or origin; and
* Creates a risk to the health of the worker

At James Child Care Inc.;

1. Every childcare personnel is entitled to work free of harassment
2. The employer must ensure, so far as is reasonably practicable in that the childcare personnel is not subjected to harassment in the workplace
3. The employer will take corrective action respecting any personnel under the employer’s direction who subjects a worker to harassment.
4. The employer will not disclose the name of a complainant or an alleged harasser or the circumstances related to the complaint to any person except where disclosure is.
5. Childcare personnel has the right to file a complaint with the Manitoba Human Rights Commission.
6. The employer’s harassment prevention policy is not intended to discourage or prevent the complainant from exercising any other legal rights to pursuant to any other law

**aa.** **E-MAIL, ELECTRONIC DEVICES AND INTERNET POLICY**

**Children, staff and all others using our child care centre’s computer and electronic devices must:**

* Respect and protect the privacy of others
* Respect and protect the integrity of all electronic resources
* Respect and protect the intellectual property (the ideas, creations and copyrights) of others
* Report threatening or inappropriate material

**Inappropriate use includes:**

* Intentionally accessing, transmitting, copying, or creating material that:
  + violates the confidentiality of children, parents, staff or the centre
  + violates the centre’s code of conduct (such as messages that are pornographic, threatening rude, discriminatory, or meant to harass)
* using the technological resources for personal use without the centre’s permission

**Supervision and Monitoring**

Authorized employees of the centre have the right to monitor the use of information technology resources and to examine, use, and disclose any data found. They may use this information in disciplinary actions, and release it to the police if it is criminal in nature.

Should there be a complaint; an investigation will be carried out by the Executive Director and Director of Programs. Disciplinary actions will follow.

1. **AIMS AND OBJECTIVES**
2. The centre will provide children with a warm and caring atmosphere whereby staff:
   1. Will treat them with understanding and respect.
   2. Will promote and support their emotional and physical well-being.
   3. Will maintain a homey and inviting atmosphere.
3. The centre will provide children with a safe environment whereby staff:
   1. Will be knowledgeable in first aid and evacuation procedures.
   2. Will ensure that harmful substances or objects are kept away from children.
4. The centre will provide opportunities for positive social interaction whereby staff:
   1. Will encourage children to understand consequences and take responsibility for their actions through positive behaviour management.
   2. Will encourage co-operation and a respect of other’s feelings, ideas and property.
   3. Will establish a variety of activity centres (appropriate to social interaction). (i.e. games, drama, etc.)
5. The centre will provide an opportunity for children to develop in their ability to communicate feelings and ideas effectively whereby staff:
   1. Will provide a variety of methods and material for communication. (i.e. films, books, records, puppets, painting, etc.)
   2. Will encourage appropriate listening skills.
   3. Will encourage appropriate vocabulary.
6. The centre will provide an opportunity for children to develop physical skills appropriate to their age level whereby staff:
   1. Will establish activities for large muscle strength and co-ordination. (i.e. games dance, stunts, pantomime, etc.)
   2. Will establish activities for fine motor strength and co-ordination. (i.e. arts and crafts, water, sand, manipulative play, table games, etc.)
7. **PROGRAM**

The program consists of both structured and unstructured activities.

We have the day care divided into various centres where the all children of all abilities may participate in “free play” activities of their choosing. Staff is always nearby to guide the children and participate in their activities.

Centres

1. Arts and Crafts
2. Games and Puzzles
3. Library
4. Science
5. Blocks, trucks and manipulative toys
6. Music
7. Water table
8. Housekeeping (dramatic play)
9. Carpentry
10. Large Muscle (gym, playground)

As well, we have staff directed activities in arts and crafts, science, social studies, cooking, drama, music, games and sports. These are planned by the staff with input from the children. When planned group activities take place, all children will be encouraged to participate, and planned activities will be altered to support the needs of all children enrolled.

1. **CURRICULUM STATEMENT**

Children are curious and learn best through exploration and play. Play is an essential part of every child’s life and is important to their development socially, emotionally, physically and cognitively. This is why the majority of our day is spent playing. Our schedule provides children with consistency, it is flexible to accommodate the children’s needs and interests. For example, when children are heavily involved in play and valuable learning is taking place, we will delay other routines, such as circle time.

Our staff builds relationships and interest with children by asking questions, role-modelling, observing and listening in order to enhance their learning and development. For example, we involve ourselves in the children’s play by getting down to their level to help them become involved with peers and learn social skills such as cooperation, communication and turn-taking. Staff takes a step back once the play is successful so children can develop independence. We continue to observe to encourage independence and decisions are made to further assist or enhance the play if needed.

Some of our play areas and activities are planned according to them topics. The topic may come from an idea staff have and would like to introduce to the children. For example, during spring time, we may want to explore the theme “Farm”. At which point we would provide animal figures in the block area, books about farm animals in the library, animal costumes in the drama centre and sing farm songs at circle time. From these experiences, children develop fine motor skills, language and creativity. Some of our topics come from what we’ve observed of children’s interests. For example, if we notice the children’s excitement with airplanes during outdoor time. We would possibly provide the children with toy helicopters and airplanes in a play centre. The space could possibly be expanded, so the play could expand to role play building an airplane to include rows of chairs, and maybe at the art centre fine motor making paper airplanes, to flying them as a science experiment. From these experiences, children development problem-solving skills and explore science and math concepts, such as size, shape and speed. Staff will enhance these experiences by comments such as this: “That one went far, this one went further, but one went the farthest.”

We expose children to similarities and differences with interactions, play items and activities provided. For example, when introducing music from various parts of the world, we might provide people figures of various ages and races, provide male and female dress-up clothing and encourage families and staff to share information about their culture and background.

We provide information to parents about children’s learning and development through daily interactions at drop-off and pick-times, as well as happy-grams from time to time. Photos are also posted of the children’s play and activities with some written explanation for the parents. Newsletters are provided to keep parents informed of upcoming program activities and events.

**Outdoor play**

Outdoor play will be provided daily in accordance with daycare regulation. A variety of activities are provided to encourage social and physical play. Children will be exempt from outdoor play due to medical history of specific child according to the parent/guardian or physician.

Daycare regulation states that the children are to remain indoors if:

* The wind chill is below -25C
* The temperature is below -25C
* UV rays are considered Very High and/or Extreme (UV Index 8 and above)
* Another form of weather or condition which would affect a child’s health, safety and well-being

During Christmas, Spring Break and In-service Days, various events and field trips are planned.

The summer program will be advertised within the community (i.e. within area schools, community clubs and churches) to fill the day quota. The advertising is to emphasize the educational and experience aspects of the program and the similarity to current day camps operated within the city.

**Supervision**

Staff shall ensure that the children attending the day care centre are supervised at all times. Except when the day care and parental permission has been given for middle and older children to walk to and from school ground or nearby community park areas between programs and or activities. These children must always receive permission from the staff on duty to leave any area.

Also direct washroom supervision will be given to younger children.

**Age Grouping**

Program goal is to provide for the needs of the whole group of children in our care. Many characteristics and needs very for each child’s developmental level, and the centre apply knowledge to issues such as curriculum planning, behaviour management and program design. Because all children are different, they are not all interested in the same things. In order to help meet their individual needs as much as possible special centres and activities are planned. Centres and activities are created by the teacher or preferably a combination of the teacher and children.

Preschool

The child/staff ratio will not exceed 1:8. Whenever possible an attempt would be made to reduce ratio. On most regular days the children in our care are separated into age groups or smaller groups for certain activities throughout the day such as circle and crafts. At other times the children do have the opportunity to learn and play together as a large group.

School Age

When children are cared for in mixed age groups, the child/staff ratio will not exceed 1:12. If children are separated into age groups for part of the day the group size for the specific age would apply; 5 years 1:10, 6 to 12 years 1:15. Whenever possible an attempt would be made to reduce ratio in all groups. Safety is always a primary concern and addressed in all planning. On most regular school days before and after school the children in our care are combined together for a short period of time until the children decide on their interest. On in services and holidays specific activities are planned for different age groups and joint group activities so the children get to interact and have an opportunity to learn together. Throughout the day the program is filled with a variety of hands-on materials and games for 5-8 years and 9-12 years of age.

James Child Care Inc. believes that all children have the right to attend a child care facility. We welcome and accept children of all abilities. Our program supports the full inclusion of children who may require additional supports in place because of physical, emotional or cognitive needs and provides play experiences that foster these areas of development.

1. **INCLUSION POLICY**

In order to ensure that all children are welcomed into our centre, James Child Care Inc. has developed an inclusion policy wherein these basic rights will be met on a daily basis.

Inclusion means that children of all abilities have access to and participate meaningfully in the programs offered at James Child Care Inc., whether they are preschool or school age children. The centre understands and promotes the need for all children to be accepted as part of the group. Group involvement of this kind enhances development and allows positive social attitudes to be fostered.

The staff at James Child Care Inc. is supportive of this inclusion policy and ensures that all children are provided with play experiences designed to promote learning with their peers. The staff are encouraged to support all children regardless of age and ability to participate, learn and develop at their individual pace. Staff is encouraged to promote and celebrate the diversity of all the children enrolled and to assist them to fully engage in the programs offered.

All children need support in order to fully participate in play experiences with their peers. In some cases it may be necessary to adapt these play experiences to meet the individual needs of a specific child. Changes of this kind will be done on a daily basis if the need arises. Eg. Re-adjusting chair legs to aid in the child feeling comfortable when sitting at the table.

The staffs at James Child Care Inc. is aware that all children should be valued as an individual, to feel that they are a meaningful member of the group and have the opportunity to foster meaningful relationships.

James Child Care Inc. believes that inclusion has many benefits to both:

The children:

* Better understanding and appreciation for each child’s uniqueness
* The development of respect and acceptance
* The ability to learn from others
* Opportunities to foster and develop friendships
* Preparation for entering the community in general and school in particular

For families:

* Having access to quality child care
* Ability to secure and maintain a job
* To understand that community is important when raising a child
* To learn from families and professionals in the field of child care

For child care professionals:

* To celebrate diversity
* To learn from families and other professionals in the field of early childhood development
* To gain knowledge and experience by working with children with a variety of abilities.

Inclusion Practice

When any child enrols at the centre the parents will be required to complete registration forms and identify any specific needs their child may have. In this way the staff are made aware of the developmental needs of every child.

All children including children with additional support needs are celebrated and encouraged to be active participants in the program. Staff will, when a specific need is identified, adapt or modify the program to better meet the needs of that individual.

When a child with additional supports and with specific goals is enrolled, the staff in partnership with the inclusion worker will strive to positively achieve them in everyday play experiences. The staff will be guided by the parents and other professionals, to develop, implement and review the program designed for that child.

In the event the child has a specific needs either medically, physically or emotionally the centre will make every effort to provide the staff with training specific to the individual child’s needs.

Access

James Child Care Inc. is a community based child care facility. As such spaces are filled based on a waiting list maintained by the centre. James Child Care Inc. believes that every family and every child is a priority and as a result spaces are filled based on the length of time a child has been on the list.

Children with additional supports have access to the same hours available to every child and these additional supports do not hinder the ability to enrol in the program.

The centre does, however consider the capabilities of the staff and the safety and well-being of all the children enrolled. The centre will willingly accept children that require additional supports, providing the centre is able to maintain a safe nurturing environment for all children.

Children of all abilities are accepted into the program and parents are required to provide as much information as possible at the time of placing their child on the waiting list. Children that will require additional supports are identified and the Director will provide the parent with all the information required to ensure that additional supports will be placed upon enrolment.

The Director will maintain open communication with the family, support staff and child care coordinator prior to the child’s enrolment. Prior to the space being allocated the Director will begin the hiring process for an inclusion support worker.

Inclusion Environment

James Child Care Inc. consists of two locations; site 1, School-Age, and site 2, Preschool. Not all special needs requests can be accommodated immediately, the structure of our facility needs to be taken into consideration, such as a flight of stairs. When physically possible, James Child Care Inc. will accommodate the needs of all children enrolled in the program.

The equipment and play materials are placed at the child’s level promoting independence and accessibility. In the event a child’s needs require that adaptations be made to equipment and furniture the centre will ensure that the necessary modifications are in place.

The centre will also closely monitor the program and make adjustments whenever needed to ensure that the modifications are successful.

Room arrangements have an effect on the program’s effectiveness and as a result the staff is encouraged to make changes to best suit the needs of the children enrolled. An example of this would be clearing pathways, ensuring that toys were not hazardously or precariously placed on the floor or on shelves, therefore ensuring every child would have access to the entire program.

Equipment would be modified or adapted to better suit the needs of an individual child eg., tables lowered, counters cut out to enable a child using a wheelchair to get closer to the sink promoting independence.

Participation

The children enrolled in James Child Care Inc. are active participants in their program. Children have choices and as such make decisions that affect their participation. The centre encourages this meaningful participation and fosters its growth within the group.

Inclusion enables and encourages the development of real relationships. Children are taught to respect diversity by seeing it in action. Children learn to embrace dignity by witnessing how all children are treated with respect and equality. Children from all walks of life and children with all abilities learn from each other. When play experiences and routines reflect an acknowledgement of these diversities they promote acceptance and become more meaningful.

Participation may require additional support staff being in place but the inclusion staff are there to enable all children to fully participate in the program. Inclusion staff promote additional support for such things as outdoor play, activities requiring more support and for field trips, so that all children may attend.

The children are encouraged to assist their friends throughout the day as a show of mutual respect for one another. All children are encouraged to work together cooperatively and staff plan activities that require joint participation. All children are unique and have a wide range of abilities and needs. Upon enrolment and ongoing observation, the staff assess each child’s abilities and discuss how best their needs be met. The staff achieve this by focusing on every child’s strength and by providing positive reinforcement in the form of praise and encouragement.

Staff observe and document the children when at play and are able to identify their interests, abilities and needs. The staff adapt the program as required, an example would be to limit the number of children in an area to ensure that a child with behaviour issues may have more success with sharing and turn taking.

Encouraging children to participate and achieve success at some level is extremely important. It gives the child a sense of self-worth and the confidence to try the next step. All children need to feel successful and worthy and an inclusive program offers this opportunity.

Support

When a child is enrolled at the centre we regularly speak with the parents to determine what their needs are as a family. We discuss the needs of their child with the family and make them feel comfortable and assured that we are there as a support for them and their child. No decisions would be made without parental support and acknowledgement. The centre respects the right of every family and respects that parents ultimately make the decisions.

The centre’s role is to provide the parent with as much information as possible to ensure that the parent makes and informed decision. Parents are encouraged to discuss their children and any ideas they may have with the staff and in the event the centre or parent feels it necessary to meet further, a regular meeting would be scheduled. Children requiring additional supports have regular ‘in-take’ meetings scheduled attended by parents, staff, outside professionals and the child care coordinator.

During these meetings goals are discussed along with progress made and ongoing communication achieved. The centre believes that the parent needs to have opportunities to discuss and express their child’s needs and meetings will be scheduled to allow parents to attend, by basing them on the parent’s work schedule.

In-take meetings provide an opportunity for reviewing how the parent feels about the progress of their child. At these meetings all members of the support team will work together to review past successes and decide how best to provide continued experiences that will lead to further gains for the child.

Partnership is the key and it is important that the parent views the centre as a ‘partner’, open and frequent communication will provide the means to encourage and foster confidence and trust.

All information will be confidential and may only be discussed by the parents and professionals involved with the child. Whenever possible all team members will be present at meetings. The exchange of information is vital to the successful formulation of strategies and being in attendance at meetings ensures that information is imparted first hand, with opportunities for clarification whenever necessary.

The team will formulate an individual plan to include the child fully in the program. Therapists will be invited to visit the centre and work the integration facilitator to address the needs of the child. Recommendations made by therapists will be implemented and resources expanded.

Staff Supports

In the event the staff at James Child Care Inc. require training to aid the needs of a specific child, the proper resources and training will be provided. Specific professionals will be contacted in order for training sessions to take place. For example, a nurse will be asked to train staff on any medical needs a child may require, such as a feeding tube.

Staff also require professional development such as workshops. This enables staff to understand methods on inclusive social play.

1. **BED BUG POLICY**

**Objective:** To provide a standard of practice for management, staff, parents and children of James Child Care Inc. when addressing the issue of bed bugs.

**Definition:** Bed bugs are oval shaped insects without wings that bite at night. They prefer to feed on human blood but also bite mammals and birds. Signs of bed bugs are bites or rashes on humans especially found around the face, neck, upper torso, arms, hands; physical signs such as blood spots on furniture, bedding, carpet or walls; and the bugs themselves.

**Responsibility:** Centre Director, staff and parents or legal guardians

**Procedure:**

* Any parent or legal guardian who notices signs of bed bugs in their home or on themselves or their child; or has been in contact (through other sources) with bed bugs will notify the Executive Director or their designate
* Any employee who notices signs of bed bugs in any area of the child care centre shall promptly notify the Executive Director or their designate
* If signs of bed bugs are confirmed at the centre, the Executive Director or her designate shall promptly notify the Chairperson and families will be notified
* In the event that the staff suspect that a child has insect bites (consistent with those of bed bugs) the parents or legal guardians will be contacted to pick up their child immediately.
* Parents or legal guardians will be required to provide a doctor’s note that clearly identifies whether or not the bites resemble those of bed bug bites.
* If a diagnosis of suspected bed bug bites is confirmed by a doctor the following steps must be taken before the child can return to the centre:
  + Confirmation, in the form of a written and signed report by a certified Pest Control Company, that the premises in which the child resides or co-resides has been inspected and found to show no signs of bed bug infestation; and or received a treatment to prevent or eliminate a bed bug infestation
  + An expectation that all other necessary measures are taken to ensure the removal and elimination of a bed bug infestation. This includes all Public Health recommendations. Families will be provided with a list of recommended actions to take.
  + The centre will perform a daily visual full body inspection of the child (in a respectful and discreet manner) to monitor for signs of new bites which would indicate the bed bug infestation has not yet been remediated
  + If this is the case the chid would be asked to leave until a second confirmation by a certified Pest Control Company can be provided.

**If the above measures are not taken, the Board of Directors reserves the right to discontinue care.**

1. **CHILDREN’S RESPONSIBITIES INCLUDE:**
2. Taking care of equipment
3. Cleaning up after themselves.
4. Sharing equipment with others.
5. Keeping their hands to themselves.
6. Using appropriate language.
7. Treating staff with respect. (A zero tolerance policy is in effect with regards to any form of abuse towards staff. Confrontations of any type will NOT be tolerated.)
8. Finishing what they start.
9. Being responsible for all personal belongings.
10. Leaving all toy weapons at home.

**XII.** **PARENT’S RESPONSBILITIES INCLUDE:**

1. Picking their child up on time.
2. Treating staff with respect. (A zero tolerance policy is in effect with regards to any form of abuse towards staff. Confrontations of any type will not be tolerated. Any parent who does not adhere to this policy will be requested to remove their child(ren) from the daycare immediately.)
3. Paying their fees on time.
4. Bringing their concerns to staff.
5. Notifying staff of changes to their personal information.
6. Informing staff of child’s communicable diseases. e.g. Chicken Pox.
7. Keeping child’s records up to date.
8. Abide by the Parent/Guardian Code of Conduct

James Child Care Inc. Accessibility Policy

|  |  |
| --- | --- |
| **Policy:** | Accessibility Policy |
| **Effective Date:** | Nov 2018 |
| **Date Last Reviewed:** | Nov 2018 |
| **Scheduled Review Date:** | Nov 2019 |
| **Supersedes:** | All previous Policies and/or Statements |
| **Approved by:** | Board of Directors |

**PURPOSE:**

James Child Care Inc. is committed to diversity, inclusion and accessibility for

persons with disabilities.

**SCOPE:**

This policy describes how James Child Care Inc. works with its employees as well as how it provides its programs, goods and services in a manner that respects the dignity, independence, integration and equal opportunity of persons with disabilities.

**POLICY STATEMENTS:**

**Assistive devices**

J.C.C. permits persons with disabilities to use their personal assistive devices while on the J.C.C.premises.

**Communication**

James Child Care Inc. is committed to communicating with persons with disabilities in ways that take into account their disability.

**Service animals and support persons**

James Child Care Inc. welcomes onto its premises service animals and support persons upon whom persons with disabilities rely. J.C.C. will advise the parties as soon as possible about any costs they will incur associated with having the support person.

**Notice of temporary disruption**

James Child Care Inc. will notify persons with disabilities promptly in the event of a planned or unexpected disruption to services or facilities. This notice will be provided in accessible formats and posted in public areas.

**Training of employees**

James Child Care Inc. will provide training to all of its employees and volunteers (includes Board Members) regarding the provisions and ways to ensure accessible programs, goods, services and workplace.

**Training will occur on an ongoing basis and whenever changes are made to relevant policies, practices and procedures.**

**PROCEDURE:**

To request accommodation or assistance for any program, good or service, contact J.C.C. by phone or email.

Feedback process

James Child Care Inc. encourages feedback regarding how it provides programs, goods and services to persons with disabilities. This can be provided via the following methods:

• E-mail:jamescc@mymts.net

• Mail: James Child Care Inc.

1226 Waller Avenue

Winnipeg MB R3T 1P6

• Phone:204-452-5282

• Fax: 204-452-9595

**Modifications to this or other policies**

James Child Care Inc. is committed to ensuring that its policies, practices and procedures are consistent with and promote the core principles of dignity, independence, integration and equal opportunity. Any J.C.C. policy that does not respect and promote the dignity and independence of persons with disabilities will be modified or removed.